

Fig. 1

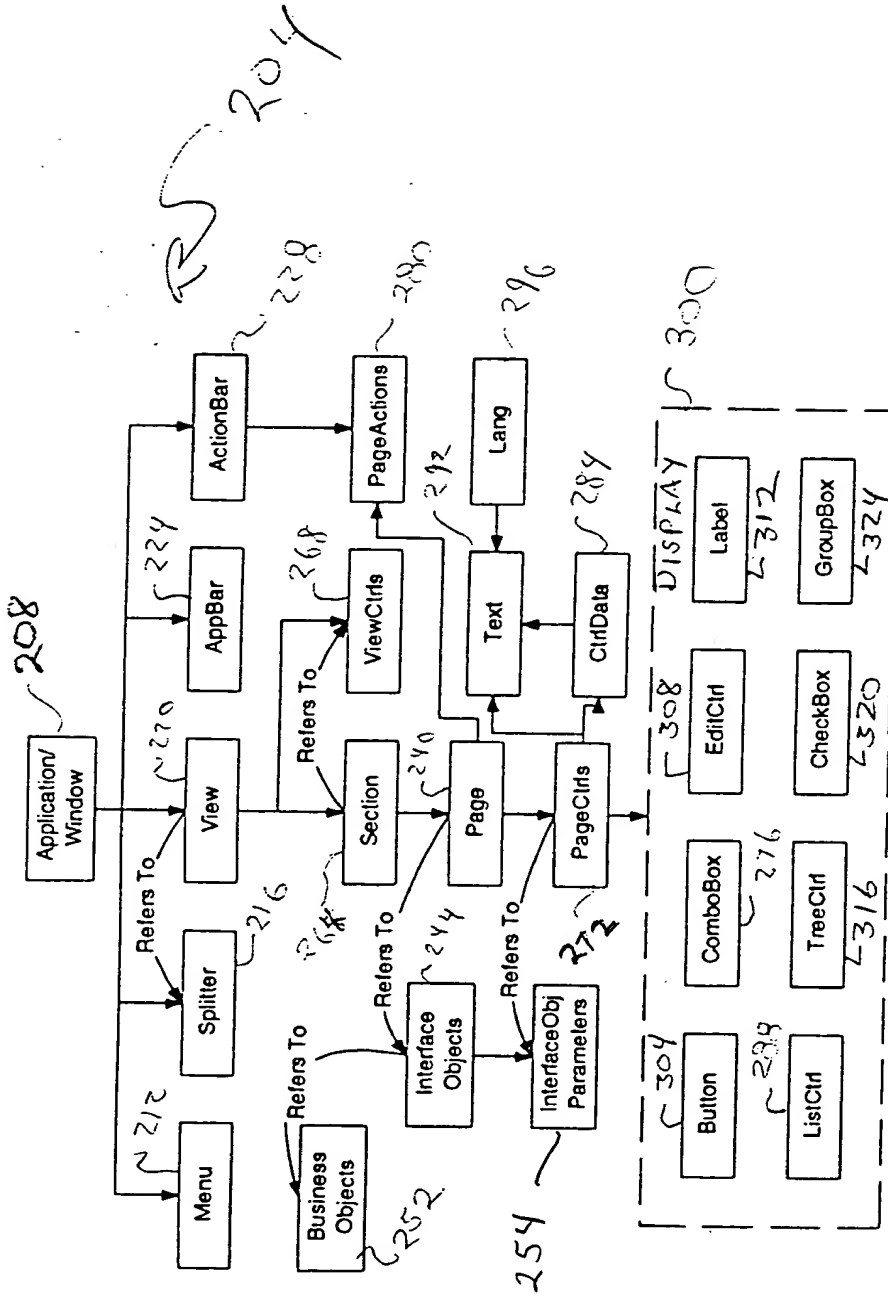


Fig. 4

Aurora - Customer Care

Customer Account Financials Ordering Problem Tracking Group Level Activities Administration Application Links Help

☐ AVAILABLE SERVICES & FEES
☒ SERVICE INSTANCES
☒ PRODUCTS
☒ PACKAGES
☒ CONTRACTS
☒ NON-RECURRING CHARGES
☒ NON-BILLABLE ITEMS

Order # _____ Order Rev. # _____ Order Status _____ Acct. # _____ Completion Date _____ Details _____ Cancel _____
 Contact Last Name _____ Contact First Name _____
 Contact Company _____
 Acct. # _____
 Cust. Order # _____
 Telephone # _____

Order # _____ Order Rev. # _____ Order Status _____ Acct. # _____ Completion Date _____ De _____

Show View: Available Services
 Filter: ☒ Service Inst.
 Applied: ☒ Products
☒ Packages

Ready

Fig. 2

112

108

116

120

Fig. 3

Untitled - ArborAdmin

File Edit View Help

C:\VCC_Demo\ArborConfig.mdb

Window ArborMain

Window Caption

Window Splitters

View Tree View

View Sect View

Sect: Cust Search Section

Search Page Customer Search

Search Page Customer Search

Controls

Sect: Account Info Section

Sect: Account Financials Section

Sect: Order Mgmt Section

Sect: Problems Section

Sect: Confirm Section

View Clbs

View Page View

View Filter View

View Customer Summary

MenuBar

AppBar

ActionBar

Window ArborAdmin

Langs

General Text

Errors

PageId	PageSeq	SectId	PageDesc	TemplateId	TemplateName
20101	0x01	201	Customer...	25	Search Page

PageId

PageSeq

SectId

PageDesc

TemplateId

F. Name

L. Name

Company Name

House H

House Ext

Apt/Suite H

Pre. Dir

St. Suf

St. Name

Address Line

State

Zip

Country

Franchise

Ready